



## NORTHWEST POWER NORTHWEST VALUES

**Job Title & Series:**  
Supervisory Public Utilities Specialist, GS-1130

**Job Announcement Number:**  
10221-12-DE

**Grade & Salary Range:**

GS-14: \$101,933- \$132,510

**Opens:** 07/16/12

**Closes:** 07/30/12

(Applications must be received by 11:59 p.m. Pacific Time)

*Full performance level: GS-14.*

**Anticipated number of positions to be filled:**  
One position

**Location:** Portland, OR  
Federal transfer relocation may be available for this position.

**Type of Position:** This is a permanent position with a full-time work schedule.

**Benefits:** BPA offers a comprehensive benefits package. <http://www.jobs.bpa.gov/Benefits/>

### Eligibility

All United States citizens are eligible to apply.

*NOTE: You must submit separate and complete application packages for each vacancy for which you would like to be considered. This includes current or former federal employees eligible for transfer or reinstatement, veterans eligible for appointment under the Veterans' Employment Opportunities Act or other veterans' programs, and others eligible under special hiring authorities may apply under external announcements and internal Merit Promotion procedures: **10222-12**.*

### About BPA

The Bonneville Power Administration has been powering people and careers for nearly 75 years. We are a non-profit federal agency that provides clean, emissions-free electricity to the Pacific Northwest and maintains a high voltage transmission system to deliver that electricity. We are a leader in sustainability and environmental stewardship, promoting energy efficiency, renewable energy, the smart grid, fish and wildlife protection and initiatives to address climate change. We are a visionary and innovative agency that values diversity and creativity and encourages continuous learning. We are located throughout the Pacific Northwest with opportunities in cities, smaller communities and rural areas. You can learn more about BPA at [www.bpa.gov](http://www.bpa.gov).

### Job Summary & Major Duties

In cooperation with the Manager of Customer Contract Management and Administration, the incumbent provides overall management including policy direction, leadership, and oversight in the planning, development, administration and performance evaluation of programs, systems, and work processes that are necessary to perform the critical mission and support activities required of the Customer Contract Management and Administration organization. The incumbent supervises back office staff involved in activities associated with customer contract administration, and is responsible for formal and informal bi-lateral service level commitments with internal and external groups regarding service delivery quality assurance. In addition, the incumbent is responsible for operation and data stewardship and quality for customer contract data, including project sponsorship and oversight.

The Supervisor ensures that Agency Customer Contract Management and Administration needs are met for Power, Transmission, Finance, Legal, Risk, Compliance and Governance and other agency functions. Service to these organizations will be of the highest quality with standards identified in formal and informal bi-lateral service level and other agreements. Doing so will require ensuring staff coordinates with Customer Service Engineers, Customer Account Executives, Front Office Account Specialists, Attorneys, Planning and operational staff, IT support staff, peer managers, other technical staff, as well as BPA customers.

Contract Management and Administration coordinates, manages, oversees, and directs all back office activities related to the lifecycle of customer contracts including primary back office customer contract review and monitoring, contract standardization, and contract administration. This function is also responsible for establishing, implementing, and overseeing agency customer contract governance policies, procedures, standards, and internal controls, and manages the development and operation of the centralized customer contract management and information system, including contract data stewardship and responding to special requests from customer teams and other internal or external inquiries for contract data.

## Qualifications

### SPECIALIZED EXPERIENCE

- Coordinated and managed back office activities related to the lifecycle of commercial utility customer contracts. Examples of qualifying experience include: primary back office customer contract review and monitoring; contract standardization; and contract administration.
- Reviewed and implemented customer contract governance policies, procedures, standards, and internal controls.

In order to be rated as meeting the minimum qualifications, we must be able to determine from your application package (includes resume, cover letter and or other supporting material) that you have a minimum of **one year** of the specialized experience requirement described above. *Applicants who have qualifying experience performed on less than a full-time basis must specify the percentage and length of time spent in performance of such duties.*

### KNOWLEDGE, SKILLS, AND ABILITIES

Your application materials will be reviewed against the knowledge, skills and abilities (KSAs) listed below to determine your category rating: Best Qualified, Highly Qualified, or Qualified. Within these categories, applicants eligible for veteran's preference will receive selection priority.

**Clearly articulating your work experience to determine the application of the knowledge, skills or abilities through performance is critical to determining your qualifications for this position. Please describe your experience and thoroughly address the statements below through your resume, cover letter, and/or other supporting material you choose to submit.** Work product examples will not be reviewed unless specifically requested. For more information on how to provide supporting information for KSAs, please visit [http://jobs.bpa.gov/How\\_To\\_Apply/ksa.cfm](http://jobs.bpa.gov/How_To_Apply/ksa.cfm).

1. (Technical) **Ability to manage public utility functions related to customer contract administration.** *(Describe your experience in long and short range planning, development, management and administration of programs, systems, and processes related to commercial utility business contracts, or other public utilities analytical functions related to the contract implementation lifecycle. Discuss your specific role, level of authority, examples of projects managed and their results.)*
2. (Supervision and Leadership) **Ability to provide supervision and leadership through the effective use of teambuilding, coaching, and mentoring; assign accountability and responsibility as appropriate; establish standards of quantity and quality for work products; provide feedback on work accomplishments; and develop and motivate employees.** Your application materials should demonstrate your experience and/or potential for performing supervisory duties, including experience:
  - As a manager, supervisor, and/or team lead;
  - Providing guidance and training to employees;
  - Coordinating and integrating the work of others into a completed work product;
  - As a "project" leader;
  - Resolving problems;
  - Providing advice to others;
  - Evaluating work products; and
  - Improving or devising new work methods, procedures, or improvements)
3. (Facilitating Work) **Ability to initiate, encourage, and deliver on opportunities for process improvement and operational excellence to facilitate the accomplishment of work.** Your application materials should demonstrate your experience:
  - Establish and define long- and short-term organizational goals;
  - Define required work results and establish parameters for accomplishment of these results;
  - Establish a collaborative environment to inform the decision-making process;
  - Encouraging problem solving by subordinates;
  - Making functional assignments based on recognized employee strengths;
  - Developing and gaining support for the organization's vision.
  - Ability to make responsible and accountable for decisions made.
  - Formulating or participating in the establishment of work plans and work unit objectives;
  - Working with other individuals/organizations/work units in resolving problems and issues; and
  - Identifying the resources necessary to accomplish objectives, including the stability of the work unit.

4. (Interpersonal Relationships & Effective Communication) **Ability to establish effective working relationships to facilitate the achievement of business goals and objectives.** Your application materials should identify who you interacted with and demonstrate your experience:
- Sharing ideas, influencing behavior, advocating for outcomes, and advancing others' understanding of business needs and objectives;
  - Providing programmatic and policy information;
  - Engaging in collaborative efforts to align functional responsibilities with and to achieve business outcomes;
  - Negotiating resolution of controversial issues; and
  - Working effectively with functional managers to align outputs with broader business needs and objectives.
5. (Diversity & EEO) **Ability to support and promote Bonneville's equal opportunity program to recognize and embrace employee diversity and build on strengths; to ensure a discrimination and harassment-free workplace for all employees; and to provide developmental and training opportunities for employees.** Your application materials should:
- Indicate your role on teams and how you fostered an inclusive environment; and
  - Demonstrate your participation in diversity and EEO programs relative to employment advancement, performance management and/or training opportunity availability for employees.

#### **ADDITIONAL REQUIREMENTS**

- Supervisory/Managerial Probationary Period: First time supervisors will be required to serve a 1-year probationary period.
- Confidential Financial Disclosure: Selectee will be required to complete the Office of Government Ethics Standard Confidential Financial Disclosure Report (OGE450e) within 30 days of employment and annually.

#### **SECURITY & SUITABILITY**

The sensitivity level of this position is designated as 'Low Risk – Nonsensitive', which requires that the selectee pass a National Agency Check with Inquiries (NACI) personnel investigation and receive a favorable suitability determination. For more information please visit: [http://jobs.bpa.gov/How\\_To\\_Apply/faqs.cfm#18](http://jobs.bpa.gov/How_To_Apply/faqs.cfm#18)

#### **Application Package Checklist**

- ☐ Resume, cover letter, and/or other supporting material you choose to submit that fully describe your education and experience. Application must contain sufficient information to determine eligibility for the position.  
**Applications must include the following information:**
  - Job Announcement number, title, and grade
  - Full legal name, mailing address, contact telephone number and email address
  - **Country of citizenship** (SSN or other ID is not requested at this time)
  - High school attended which includes name of high school and location.
  - Employment history including unpaid positions with job title, grade (if Federal), duties and accomplishments, employer's name and address, supervisor's name and phone number, starting and ending dates (month and year), salary, and hours worked per week. Explain any gaps in employment.
  - Indication if we may contact your current supervisor.
  - List of other job-related training, skills, certificates and licenses, recognition, professional memberships, publications, leadership activities, or other relevant information.
- ☐ VETERANS: To be considered for veteran's preference, a copy of your DD-214 (Member 4) is required. 10-point veterans must also provide a copy of their SF-15 and associated documentation.
- ☐ All applicants are encouraged to complete the Ethnicity and Race Identification attached.

#### **How to Submit Your Application**

Applications may be emailed, faxed or mailed. Due to security requirements, we only accept hand-delivered application from individuals who currently have badge access to the building.

- **Email to:** [jobs@bpa.gov](mailto:jobs@bpa.gov) with the Job Announcement Number in the subject line and on any attachments.
- **Fax to:** 503-230-3149
- **Send via US Mail to:** Bonneville Power Administration, ATTN: Human Capital Management, NHQ-1, PO Box 3621, Portland, OR 97208-3621.

You will be notified via email to confirm receipt of your application package. *Applicants should retain a copy of their application as BPA does not return applications or provide copies.* For more information on the hiring process, please refer to: [http://jobs.bpa.gov/How\\_To\\_Apply/whathappens.cfm](http://jobs.bpa.gov/How_To_Apply/whathappens.cfm).

## Additional Information

**Veterans Information:** [https://help.usajobs.gov/index.php/Veterans\\_Information](https://help.usajobs.gov/index.php/Veterans_Information)

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### **Career Transition Assistance Program/Interagency Career Transition Assistance Program**

**(CTAP/ICTAP):** Federal employees seeking CTAP/ICTAP eligibility must submit proof that they meet the requirements of 5 CFR 330.605 (a) for CTAP and 5 CFR 330.704 for ICTAP. This includes a copy of the agency notice, a copy of their most recent Performance Rating and a copy of their most recent SF-50 noting current position, grade level, and duty location. **Please annotate your application to reflect that you are applying as a CTAP or ICTAP eligible.** For additional information please refer to <http://www.opm.gov/ctap/>

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**EEO Policy Statement:** [https://help.usajobs.gov/index.php/EEO\\_Policy\\_Statement](https://help.usajobs.gov/index.php/EEO_Policy_Statement)

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### **Reasonable Accommodation Policy Statement:**

[https://help.usajobs.gov/index.php/Reasonable\\_Accommodation\\_Policy\\_Statement](https://help.usajobs.gov/index.php/Reasonable_Accommodation_Policy_Statement)

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**Legal and Regulatory Guidance:** [https://help.usajobs.gov/index.php/Legal\\_and\\_Regulatory\\_Guidance](https://help.usajobs.gov/index.php/Legal_and_Regulatory_Guidance)

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**Forms Availability:** All application materials may be obtained by calling 503-230-3230, or 1-877-975-4272 or visiting: <http://www.jobs.bpa.gov> .

## **Applicant Source Form**

The Bonneville Power Administration's Human Capital Management office has an ongoing process improvement objective associated with recruitment and outreach strategies. In order for us to assess the effectiveness of our current advertising and Recruitment efforts, please identify how you learned about this job by marking the appropriate box below:

Vacancy Announcement Number	Position Title, Series, Grade
<input type="text"/>	<input type="text"/>

☐ **BPA Website**

☐ **USAJOBS Website**

☐ **Job Board** (CareerBuilder, Craigslist, Employment Dept, etc.)

**(please specify):** \_\_\_\_\_

☐ **Industry Website or Event** (National Institute of Government Purchasers, GreenDrinks, etc.)

**(please specify):** \_\_\_\_\_

☐ **Social Media Website** (Facebook, LinkedIn, etc.)

**(please specify):** \_\_\_\_\_

☐ **Career Fair** (campus events, community event)

**(please specify):** \_\_\_\_\_

☐ **BPA employee**

☐ **Other (please specify):** \_\_\_\_\_

U.S. Office of Personnel Management Guide to Personnel Data Standards	<b>ETHNICITY AND RACE IDENTIFICATION</b> (Please read the Privacy Act Statement and instructions before completing form.)	
Name (Last, First, Middle Initial) <div style="background-color: #cccccc; width: 100px; height: 20px;"></div>		
Agency Use Only		
<b>Privacy Act Statement</b>  Ethnicity and race information is requested under the authority of 42 U.S.C. Section 2000e-16 and in compliance with the Office of Management and Budget's 1997 Revisions to the Standards for the Classification of Federal Data on Race and Ethnicity. Providing this information is voluntary and has no impact on your employment status, but in the instance of missing information, your employing agency will attempt to identify your race and ethnicity by visual observation.  This information is used as necessary to plan for equal employment opportunity throughout the Federal government. It is also used by the U. S. Office of Personnel Management or employing agency maintaining the records to locate individuals for personnel research or survey response and in the production of summary descriptive statistics and analytical studies in support of the function for which the records are collected and maintained, or for related workforce studies.		
<b>Specific Instructions:</b> The two questions below are designed to identify your ethnicity and race. <b>Regardless of your answer to question 1, go to question 2.</b>		
<b>Question 1. Are You Hispanic or Latino?</b> (A person of Cuban, Mexican, Puerto Rican, South or Central American, or other Spanish culture or origin, regardless of race.) <input type="checkbox"/> Yes <input type="checkbox"/> No		
<b>Question 2.</b> Please select the racial category or categories with which you most closely identify by placing an "X" in the appropriate box. Check as many as apply.		
<b>RACIAL CATEGORY</b> (Check as many as apply)	<b>DEFINITION OF CATEGORY</b>	
<input type="checkbox"/> American Indian or Alaska Native	A person having origins in any of the original peoples of North and South America (including Central America), and who maintains tribal affiliation or community attachment.	
<input type="checkbox"/> Asian	A person having origins in any of the original peoples of the Far East, Southeast Asia, or the Indian subcontinent including, for example, Cambodia, China, India, Japan, Korea, Malaysia, Pakistan, the Philippine Islands, Thailand, and Vietnam.	
<input type="checkbox"/> Black or African American	A person having origins in any of the black racial groups of Africa.	
<input type="checkbox"/> Native Hawaiian or Other Pacific Islander	A person having origins in any of the original peoples of Hawaii, Guam, Samoa, or other Pacific Islands.	
<input type="checkbox"/> White	A person having origins in any of the original peoples of Europe, the Middle East, or North Africa.	

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